

On April 5th 2004, we discovered via our Verizon bill that we had a change in coverage of our long distance carrier from MCI to LCR Telecommunications. This was not at our request and we are very displeased with how this event happened. We realize that it is our right to choose coverage, but no one in their right mind would choose to pay four to five times as much for the same coverage. And then in the attempt to fix said slamming we ended out with no coverage at all for 24 hours. Beware to all those that call stating they are updating their new computer system....or you will be slammed.

In discovering this situation, I first called Verizon direct. Got a individual that did not inform me that Verizon could